

1 GEORGIA: Yes.

2 FEMALE VOICE: Okay. The amount is 958.25.

3 GEORGIA: 958?

4 FEMALE VOICE: 25.

5 GEORGIA: Okay.

6 FEMALE VOICE: Account number is 125758.

7 GEORGIA: 127 --

8 FEMALE VOICE: No, 125758.

9 FEMALE VOICE: I've got witnesses around me --

10 MALE VOICE: Okay. And you hang on.

11 FEMALE VOICE: -- at this time.

12 MALE VOICE: I'm going to the person that just

13 took the phone call.

14 FEMALE VOICE: Because I -- sir?

15 FEMALE VOICE: Where's Rich?

16 MALE VOICE: Rich is off today, and I'll talk to

17 you about him later.

18 FEMALE VOICE: Well, I just -- I'm just irritated,

19 because I had no --

20 FEMALE VOICE: -- and intrastate at 7.9.

21 MALE VOICE: Well, that's gone up from five --

22 Okay. You would cancel your request to -- what do

23 we have here? Fax numbers 888-571-46 --

24 MR. DALTON: 571?

25 MALE VOICE: Yes, sir. 4667.

1 MR. DALTON: 67?

2 MALE VOICE: Yes.

3 MR. DALTON: Okay. I'll get it in there tomorrow
4 probably.

5 MALE VOICE: That's fine, and then when I receive
6 it, I will put it through. And at that point, you're
7 completely shut down with us. Now the only thing you'll owe
8 of course will be the June billing.

9 MR. DALTON: I thought I just got that.

10 MALE VOICE: No. Your billing -- if you look on
11 the bill, that -- your most recent bill is for May's phone
12 calls.

13 MR. DALTON: I'll look.

14 MALE VOICE: Okay. Yes.

15 MR. DALTON: What are you charging for phone
16 calls?

17 MALE VOICE: I have no idea what agreement
18 you're --

19 MR. DALTON: Okay. And I send this back to NOS?
20 Fax that right to them, right?

21 MALE VOICE: Yes. You fax that, that you request
22 to be off their service and -- Mr. Dalton?

23 MR. DALTON: Yes.

24 MALE VOICE: And you might want to also put in
25 there that you know you are aware that your 800 number will

1 be -- that you'll be without 800 service, but you don't
2 care. That you just want them all canceled.

3 MR. DALTON: Okay. Will do.

4 MALE VOICE: All right?

5 MR. DALTON: All right.

6 MALE VOICE: Thank you for your time, Mr. Dalton,
7 and you have yourself a pleasant afternoon.

8 MR. DALTON: Okay. Thank you.

9 MALE VOICE: Thank you.

10 GEORGIA: I'm just trying to -- I don't show that
11 your account is past due, sir.

12 MALE VOICE: Well, I just received this letter
13 dated 6-25 from NOS Communications. It says we like you,
14 but you're not prompt.

15 GEORGIA: Well, I'm showing that your account is
16 actually current.

17 MALE VOICE: Can I write down your name on this
18 letter for my files so that --

19 GEORGIA: Yes, you can, sir. My name is Georgia.
20 Right now you have a current charge of 283.53.

21 MALE VOICE: Okay.

22 GEORGIA: Okay?

23 MALE VOICE: All right. Appreciate it.

24 GEORGIA: Thank you.

25 MALE VOICE: Thanks.

1 GEORGIA: NOS Communications, Georgia speaking.

2 How may I help you?

3 ANN MEYERS: Hi. This is Ann Meyers with Cheyenne
4 Village. I just received some kind of a letter saying that
5 our payment is past due and in order to assure continued
6 service, please pay dah, dah, dah. I sent that check. It
7 was late, because I did not receive --

8 GEORGIA: Okay. Could I have your account number,
9 ma'am?

10 ANN MEYERS: One of the account numbers is
11 7000085084.

12 GEORGIA: Okay. Just one moment. "inaudible"
13 Village?

14 ANN MEYERS: Uh-huh.

15 GEORGIA: Okay. This account, ma'am, I show you
16 as 30 days past due. Total amount owed is 139.78.

17 ANN MEYERS: That was paid on June 22.

18 GEORGIA: June 22.

19 ANN MEYERS: It was included with a couple of
20 others. Because I did not receive the statement, now I
21 don't know if you guys didn't mail it out, if it got lost
22 over there, if it got lost here. I just didn't get it.

23 GEORGIA: Okay. Do you know what other -- I mean
24 just let me check down to see. I see several other accounts
25 here and see if it might have --

1 ANN MEYERS: Yes.

2 GEORGIA: -- posted to those.

3 ANN MEYERS: No. It -- I just didn't pay that.

4 GEORGIA: You just didn't pay this one?

5 ANN MEYERS: No. I didn't pay that until June 22.

6 GEORGIA: Okay. But it hasn't come in yet.

7 ANN MEYERS: Well, it should have.

8 GEORGIA: Okay.

9 ANN MEYERS: Let me pull out my statement here. I

10 have the other two accounts that they went with. Okay?

11 GEORGIA: Okay.

12 ANN MEYERS: Okay. I sent a check for \$500 on the

13 22nd, and one of the other account would have been the same

14 five first digits and then 5081.

15 GEORGIA: Okay. Just one moment. What's the name

16 of that company?

17 ANN MEYERS: They're all Cheyenne Village.

18 GEORGIA: Okay.

19 ANN MEYERS: We have four accounts.

20 GEORGIA: So you gave me the numbers of seven. Is

21 that four zeros or five zeros for the 5081?

22 ANN MEYERS: Four zeros.

23 GEORGIA: Okay.

24 ANN MEYERS: I think I typed -- it looks like I

25 typed four zeros. Yes, there's four zeros.

1 GEORGIA: Okay. I got that one up. Okay. We
2 show that account as current.

3 ANN MEYERS: Okay.

4 GEORGIA: And let me see.

5 ANN MEYERS: Now, there's another one that you
6 show past due, too. Would be 7000085086. That was the same
7 situation as the other one. That one was for \$74.45. --
8 payment for that 5081 though, the one I sent "inaudible"
9 that been posted? Maybe it's too soon for you guys to have
10 it.

11 GEORGIA: It's not posted yet. So yes, I show
12 this account is also in a 30-day status past due for 74.45.

13 ANN MEYERS: Like I said: That's the same
14 situation as the 139.78.

15 GEORGIA: Okay. You just didn't mail those
16 payments in?

17 ANN MEYERS: I did not mail them because I did not
18 get a statement.

19 GEORGIA: Okay.

20 ANN MEYERS: I don't know where it got lost. I
21 mean I sent my --

22 GEORGIA: Okay.

23 ANN MEYERS: -- mother a Mother's Day card with a
24 check in there and she hasn't received it yet. So, it could
25 be anybody's fault.

1 GEORGIA: Yes.

2 ANN MEYERS: Why it didn't get where it's getting
3 there. But, they have been paid with the two other
4 accounts. There's another account that I sent that should
5 be current. It's 7000083328.

6 GEORGIA: Okay. You mailed them all in one --

7 ANN MEYERS: They were all in the same check.

8 GEORGIA: Okay. But, did you put separate
9 checking -- separate account numbers listing --

10 ANN MEYERS: Separate account numbers and your
11 separate little --

12 GEORGIA: Okay. As long as you have a separate
13 account number, they'll go to that correct account.

14 ANN MEYERS: Okay. Well, I just wanted to make
15 sure that they get applied to the correct, because I know
16 that this one is -- those two are late, and I did not
17 receive -- like I said, I don't know why the fault is, but I
18 did not have a statement and that's what I pay from. If I
19 don't see a statement, I --

20 GEORGIA: I understand. That's understandable.

21 ANN MEYERS: Let me see and make sure that I
22 have -- because I do have -- this time I did get the
23 statements.

24 GEORGIA: Okay.

25 ANN MEYERS: So I attached the little bottom stub

1 for all four of them with that payment. So, it should be
2 applied. It's probably just -- it's not -- you know by the
3 time it gets there and whatever, it's probably just going to
4 be some time soon. Okay?

5 GEORGIA: All right. Thank you for calling.

6 ANN MEYERS: Thank you.

7 GEORGIA: Bye.

8 FEMALE VOICE: Grain Ranch.

9 FEMALE VOICE: Yes. Is Dave or Mike in?

10 FEMALE VOICE: Dave is. Can you hold, please?

11 FEMALE VOICE: Yes. "inaudible" either.

12 MALE VOICE: All right. "inaudible" copies of --

13 FEMALE VOICE: "inaudible" so much Tony. Bye.

14 FEMALE VOICE: Okay. Well I
15 mean you're billing with us as of right now.

16 FEMALE VOICE: Well, you better cancel it, because
17 it's not --

18 FEMALE VOICE: Okay. In order for us to cancel
19 it, yet again what we need is a cancellation notice.

20 FEMALE VOICE: Well, I have this letter here that
21 you sent me, and I'll write down we know nothing about it.

22 MALE VOICE: A and I.

23 GEORGIA: Yes, Jackie or Diane, please? Thank
24 you.

25 MALE VOICE: You know what? They're both out for

1 lunch right now. They'll be back.

2 GEORGIA: Okay. Is there any other person there
3 that might be able to help me? This is Georgia from NOS
4 Communications, and I have an account that I need to have
5 someone speak with a person. They don't seem to understand
6 very -- my -- the English they don't --

7 MALE VOICE: Okay. I see.

8 GEORGIA: Yes. They're just not really
9 understanding clearly what I'm saying.

10 MALE VOICE: I'll call you right back.

11 GEORGIA: Yes. My number is 888-461-3464. My
12 extension's 8880.

13 MALE VOICE: I'll call you back.

14 GEORGIA: Thank you.

15 MALE VOICE: Thank you.

16 MALE VOICE: Hi. You have reached "inaudible".

17 GEORGIA: This message is for Burnett Fernandez.
18 This is Georgia from NOS Communications. Burnett, I've
19 tried many, many times to reach you. It's urgent you
20 contact me as soon as possible at 888-461-3464.

21 GEORGIA: NOS Communications, Georgia speaking.
22 How may I help you?

23 MALE VOICE: Hi. It seems that we were having
24 some trouble getting the whole billing situation down here
25 in these last couple of months since we joined up with you

1 guys.

2 GEORGIA: Okay.

3 MALE VOICE: Let's see. Start out with the
4 account number?

5 GEORGIA: Yes, that'd be nice.

6 MALE VOICE: Okay. 70000107699-0002.

7 GEORGIA: This is for Lenn Perdue and Associates?

8 MALE VOICE: That's correct.

9 GEORGIA: Okay. How can I help you? It looks
10 like your account is current.

11 MALE VOICE: Well, I would think.

12 GEORGIA: It is. There is nothing owed on your
13 account.

14 MALE VOICE: Well, we got a notice saying that the
15 May invoice hadn't been paid.

16 GEORGIA: Well, I'm showing that your account is
17 current. I can charge you some money if you'd like.

18 MALE VOICE: Yes, really. No, it's odd. It
19 says -- you know we got a date -- an invoice dated June 19
20 and then we got a letter dated June 25 saying the May 19
21 hadn't been paid, but the May 19 was the same amount as the
22 June 19.

23 You know the other thing, I don't know how we got
24 up -- getting three bills, because I think --

25 GEORGIA: It looks like it basically is. You are

1 one -- when we -- the way my screen looks like it looks like
2 all the -- all your account, they're separated, but it --
3 actually all the money goes in on that one account. You
4 know what I'm talking about?

5 MALE VOICE: Yes, because see for the first two
6 months we sent you one check and almost got the other one
7 disconnected, because they weren't applying anything to the
8 other account, and I don't know if that's been fixed or --

9 GEORGIA: Well, evidently it's been fixed, because
10 there's nothing owed on any of the other accounts.

11 MALE VOICE: Okay.

12 GEORGIA: Okay?

13 MALE VOICE: Okay. That sounds good.

14 GEORGIA: I thank you.

15 MALE VOICE: Thank you.

16 GEORGIA: Bye, bye.

17 MALE VOICE: Bye now.

18 GEORGIA: Okay. Then let's see. I show the
19 account as still 30 days past due.

20 MALE VOICE: Okay. Hold one second. I'm going
21 down through the list here. I know I did it. You won't
22 receive it until -- I scheduled for you to receive it on
23 7/1.

24 GEORGIA: 7/1?

25 MALE VOICE: Yes. You'll get 241.60 on 7/1 and

1 since we're talking, let's just go ahead and schedule the
2 other one.

3 GEORGIA: Are you doing a check by fax?

4 MALE VOICE: Yes. No. Check by --

5 (Whereupon, the tape concluded.)

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Attachment

J

DOCKET NO. 03-96

ATTACHMENT J

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1 CASSETTE

Attachment

K

TRANSCRIPT OF PROCEEDINGS

INTERNET BUSINESS ASSOCIATION)

Live Tape

(The following transcript was transcribed from an audio cassette tape provided by Federal Communications Commission to Heritage Reporting Corporation on May 2, 2003.)

Pages: 1 through 28

HERITAGE REPORTING CORPORATION

Official Reporters

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TRANSCRIPT OF PROCEEDINGS

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Heritage Reporting Corporation
(202) 628-4888

1 SIDE A

2 MARSHA GIBBS: -- give you permission to do this
3 if you let them know that the company is going to be at a
4 standstill? I'm sure, as the owner and "inaudible" or your
5 attorney or somebody, because you're going to end up losing
6 service, and then he's going to come in, the owners of the
7 company, and everything is going to be down and if it was
8 just a matter of signing a letter of authorization for the
9 interim period just to keep you up, you know what I mean?

10 I'm trying to weigh what it is -- what would be
11 the worst. Do you have everything shut down and then them
12 come in from their golfing trip and not even be able to make
13 calls, you know at all, and then it would -- and to have
14 prevented that, the only thing that you would have had to do
15 is sent over a letter of authorization for the interim
16 period in order to get it done and keep you up and running.

17 JANICE: Okay. Well, I'll try to get --

18 MARSHA GIBBS: Then the thing of it is, is that
19 you would have had more time, but he hung up on them. He
20 actually hung up the phone on them.

21 JANICE: "inaudible"

22 MARSHA GIBBS: Twice. The owner. He actually --
23 Patrick did. I'm sorry. He actually hung up the phone on
24 my manager twice.

25 JANICE: Well --

1 MARSHA GIBBS: See and all day yesterday I even
2 called him myself and he hung up the phone on me.

3 JANICE: Okay. Well --

4 MARSHA GIBBS: Even after that, we're sitting here
5 trying to help you. After that it actually shows some
6 integrity for our company.

7 JANICE: Okay. Well, let me see if I can get up
8 with the CEO and get back with you as soon as possible,
9 Marsha. Okay?

10 MARSHA GIBBS: Okay. I'm telling you -- when do
11 you think that is going to be?

12 JANICE: I'm going to try as quickly as I can.

13 MARSHA GIBBS: I know, but what do you think? You
14 can call me back within the next hour? Half an hour?

15 JANICE: I hope it will be within the next hour.
16 Depends on how soon I can get up with him.

17 MARSHA GIBBS: Okay. If it's not, I'm letting you
18 know on the supported line, Janice, we cannot, absolutely
19 cannot keep this going any longer.

20 JANICE: Okay. Well, let me see if I can get up
21 with him. Okay?

22 MARSHA GIBBS: Okay.

23 JANICE: Thanks.

24 MARSHA GIBBS: Thank you.

25 FEMALE VOICE: Thank you for calling Julie Jewels.

1 If you know the extension of the party you wish to reach,
2 please press "inaudible". For a department listing, press
3 two. For a company directory, press three. For company --

4 MALE VOICE: Julie Jewels, may I help you?

5 MARSHA GIBBS: Yes, hi. Can I speak to Julio,
6 please?

7 MALE VOICE: Julio, hold on please.

8 MARSHA GIBBS: Yes.

9 JULIO: This is Julio. May I help you?

10 MARSHA GIBBS: Yes. Hi, Julio. My name is Marsha
11 Gibbs. I'm calling from Internet Business Association. How
12 are you?

13 JULIO: All right.

14 MARSHA GIBBS: You know calls are monitored and
15 recorded for quality assurance purposes. I'm calling you --
16 we called to apologize actually. I see here where you're
17 leaving our service, and I wanted to apologize. Obviously
18 my company let you down, and we want to thank you for the
19 business you did give us, and if things don't work out with
20 your new company, we'd like an opportunity to work with you
21 again in the future.

22 Now, your lines are still billing here with us. I
23 wanted to know if you want us to leave those lines up and
24 running for right now or do you want us to just go
25 "inaudible" the service now?

1 JULIO: I didn't understand what you said.

2 MARSHA GIBBS: Okay. The company that you
3 switched to -- you switched to another company, right?

4 JULIO: Right.

5 MARSHA GIBBS: The company that you switched to
6 has not picked up your service, and so your lines are still
7 sitting here with our company. So in essence, we're
8 "inaudible" without permission. I asked you if you wanted
9 us to keep the lines up and running for you for right now or
10 do you want us to go ahead and proceed to take the lines
11 down?

12 JULIO: Well, obviously when the new company that
13 I got kicks in, that's when you know it's going to make the
14 change.

15 MARSHA GIBBS: Okay. But see the thing of it is,
16 is that it's not working that way, because we -- and it's no
17 fault to your carrier. It's probably that we got our alert
18 a little bit too soon from the local, before they could
19 actually switch the services over and so your services are
20 still sitting here with our company.

21 JULIO: Well, what I'll do is as soon as I find
22 out from them that they're ready to make the switch, then
23 that's when it takes effect I guess.

24 MARSHA GIBBS: Yes, but see this is what we would
25 need to do. So you're asking us to keep it up and running

1 until they can get it switched?

2 JULIO: Well, let me call them and let me find out
3 what's going on.

4 MARSHA GIBBS: Well, this is the problem. We have
5 to have resolution on the call once we make contact. This
6 is what I can do. I can send you a letter of agency from
7 our company. This would allow us to carry the traffic in
8 the interim period until this company can come in and pick
9 you up. You can attach an addendum on your company
10 letterhead that it's for the interim period only.

11 JULIO: I --

12 MARSHA GIBBS: Then this way you don't have your
13 services disrupted. Because regardless of what they would
14 say "inaudible" you know we would have to have a letter of
15 authorization on file in order to carry the traffic.

16 JULIO: Okay. Let me fax that information.

17 MARSHA GIBBS: Okay. I'm going to send you out --
18 I think it's already sitting there on your fax machine right
19 now. "inaudible"

20 JULIO: Your phone number there?

21 MARSHA GIBBS: No. I have to give you my direct
22 number. Can -- I need to stay on the phone with you and
23 confirm with you that I actually received that fax back from
24 you.

25 JULIO: Hold on.

1 MARSHA GIBBS: Okay.

2 MARY LARGENT: Good afternoon, Sunny Cruise.

3 MARSHA GIBBS: Yes, hi. Can I speak to Anna Maria
4 Rico, please?

5 MARY LARGENT: She's not here right now. Can I
6 take a message?

7 MARSHA GIBBS: Mary Langen? Largent?

8 MARY LARGENT: Speaking.

9 MARSHA GIBBS: Hi, Mary. This is Marsha Gibbs.
10 I'm calling from Sierra Coms Systems in the corporate
11 office. I actually called to apologize. Obviously we see
12 here where you're leaving our company, and we want to thank
13 you for the business you did give us, and if things don't
14 work out with your new company we'd like an opportunity to
15 work with you again in the future.

16 MARY LARGENT: Okay.

17 MARSHA GIBBS: Now, your lines are still billing
18 here with us and I wanted to know, Mary, if you wanted to
19 leave those lines up and running for right now or do you
20 want us to just go ahead and proceed to take them down?

21 MARY LARGENT: I under -- I did that -- I dialed
22 in. You know how you dial in "inaudible"

23 MARSHA GIBBS: That's a 700 number test?

24 MARY LARGENT: Yes.

25 MARSHA GIBBS: Well, it should say your other

1 carrier, because --

2 MARY LARGENT: It does.

3 MARSHA GIBBS: -- the local -- regardless of the
4 fact, it should say that anyways, because the local is going
5 to acknowledge who you switched to, because you're in
6 control of this situation. They have their PIC set up for
7 this company to come in and get you.

8 MARY LARGENT: Okay.

9 MARSHA GIBBS: Unfortunately, the company that you
10 switched to have not migrated the traffic from us yet. No
11 fault to them at all. It's probably that we got our alert a
12 little bit too soon from the local in the system before they
13 could complete it.

14 MARY LARGENT: Okay.

15 MARSHA GIBBS: That's why this is happening, but
16 if I shut off the lines, you know which at this point
17 because we're carrying without authorization even though
18 it's here, anybody that calls into your office it would have
19 that you're temporarily disconnected, and if you try to dial
20 out, you wouldn't be able to.

21 MARY LARGENT: Okay. No, I don't want you to do
22 that.

23 MARSHA GIBBS: Okay.

24 MARY LARGENT: "inaudible" set up.

25 MARSHA GIBBS: Yes, see. That's what I'm saying.